

Interview Summary					
Application No.: 10/701085		Applicant: Dabney et. al.			
Examiner: Folashade Anderson		Art Unit: 3623	Conf. #: 4427	Status: Final Rejection	
Tentative Participants:					
(1) Kevin Ransom (U.S. Counsel)		(2) Examiner Anderson			
(3)		(4)			
Date of Interview: July 13, 2010					
Type of Interview Requested:					
(1) <input checked="" type="checkbox"/> Telephonic		(2) <input type="checkbox"/> Personal		(3) <input type="checkbox"/> Video Conference	
Exhibit To Be Shown or Demonstrated: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					
If yes, provide brief description:					
Issues Discussed					
Issues (Rej., Obj., etc)	Claims/ Fig. #s	Prior Art	Discussed	Agreed	Not Agreed
Rejection	All	Cited prior art	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[X] Continuation Sheet Attached					
Substance of interview: See Attached.					
/W. Kevin Ransom/					
Applicant/Applicant's Representative Signature					
W. Kevin Ransom					
Typed/Printed Name of Applicant or Representative					
45,031					
Registration Number, if applicable					

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Summary of Interview:

A telephonic interview was held on July 13, 2010 between Applicants' counsel and Examiner Anderson. Applicants' counsel remarked that *Island Data* does not teach or suggest determining whether a received message includes comments regarding published content and routing such message to a content management system. Examiner Anderson countered that *Island Data* discloses parsing a message and comparing it to a knowledge database. If an answer to the question in the received message is not in the knowledge database, the system routes the message to a human call center. Examiner Anderson thus argues that the *Island Data* system does route messages based on message content.

Applicants' counsel further counters that the *Island Data* system does not analyze messages to determine if the messages include comments regarding published content. All *Island Data* discloses is passing messages on to a human call center if the content of the messages does not match content in the knowledge database.

Applicants' counsel and the Examiner did not resolve the issues outlined in the Office Action.